

## Disconnection – Fibre

### Description

If your internet suddenly stops working and you see a red **LOS** light on your modem, it means the fibre cable connecting your home to our network is not working properly. This could be due to:

- **A loose or unplugged cable**
- **Damage to the fibre line**
- **A technical issue with the modem or network**

### 🛠 Steps to Help You Get Back Online

Let's try a few simple steps to fix the issue:

- **Inspect the Fibre Cable**

**Step 1:** Make sure the yellow fibre cable is firmly connected to both the modem and the wall socket.

**Step 2:** Look closely at the cable—make sure it's not bent, damaged, or unplugged.

**Step 3:** If your internet works when using a cable but not over Wi-Fi, the issue might be with your Wi-Fi settings.

**Step 4:** Are you connected to the main modem or a Wi-Fi extender? If you're using an extender, it might not be working properly.

- **Check All Connections**

**Step 1:** Turn off any VPN on your device—it can affect your internet speed and access.

**Step 2:** Make sure you're connected to the **5GHz Wi-Fi network**, not the 2.4GHz one. The 5GHz network is faster and more stable.

**Step 3:** Check that your mobile device supports **5GHz Wi-Fi**. Some older phones may only work with 2.4GHz.

-  **Restart the Modem**

**Step 1:** Turn off your modem, wait for 30 seconds, then turn it back on. This helps refresh your connection.

 **Note:** *Please do not press the reset button.* Resetting may erase your settings and cause more issues.

- **Still Having Trouble?**

If the issue continues, we're here to help. Please reach out to us on one of the following support channels:

 **WhatsApp:** 7900 1500

 **Fixed Line Support Center:** 1514